



# Client Enrichment Series

Welcome to today's presentation on:

*Introduction to the Federal Acquisition Service*

**the presentation will start at 2:00PM EDT**

**Note:** Phones are automatically muted during the presentation. You have the ability to send questions to the host and presenters through your questions pane. They will answer as many of the questions as possible throughout and at the end of the presentation. All questions will be captured, and answers sent to all participants within 2 weeks.



# Client Enrichment Series

## *Introduction to the Federal Acquisition Service*

Hosted by: Leah Fant, National Account Manager, PBS Office of Client Solutions, GSA Central Office



Presented by: Andrea Azarcon Heller, National Account Manager, Federal Acquisition Service Office of Customer Accounts and Research



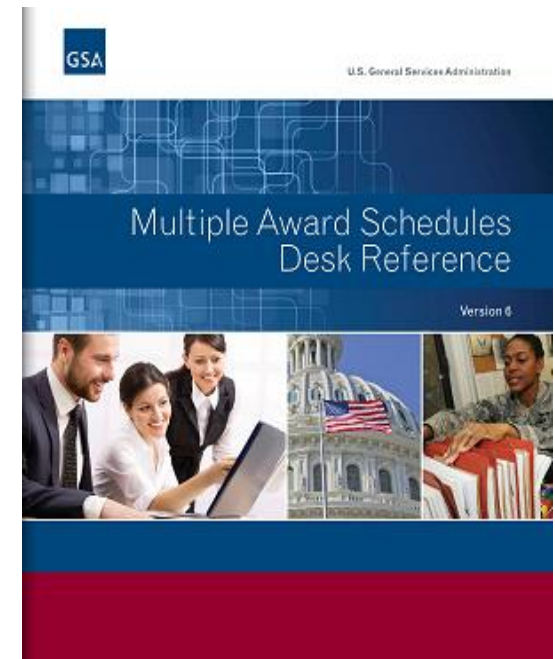
# Agenda

- Multiple Award Schedule (MAS) Program
- Portfolios
- Federal Strategic Sourcing Initiative - (FSSI)
- Integrated Workplace Acquisition Center
- Personal Property Management
- FAS Sustainability Tools
- eTools
- Customer Accounts and Research
- Questions

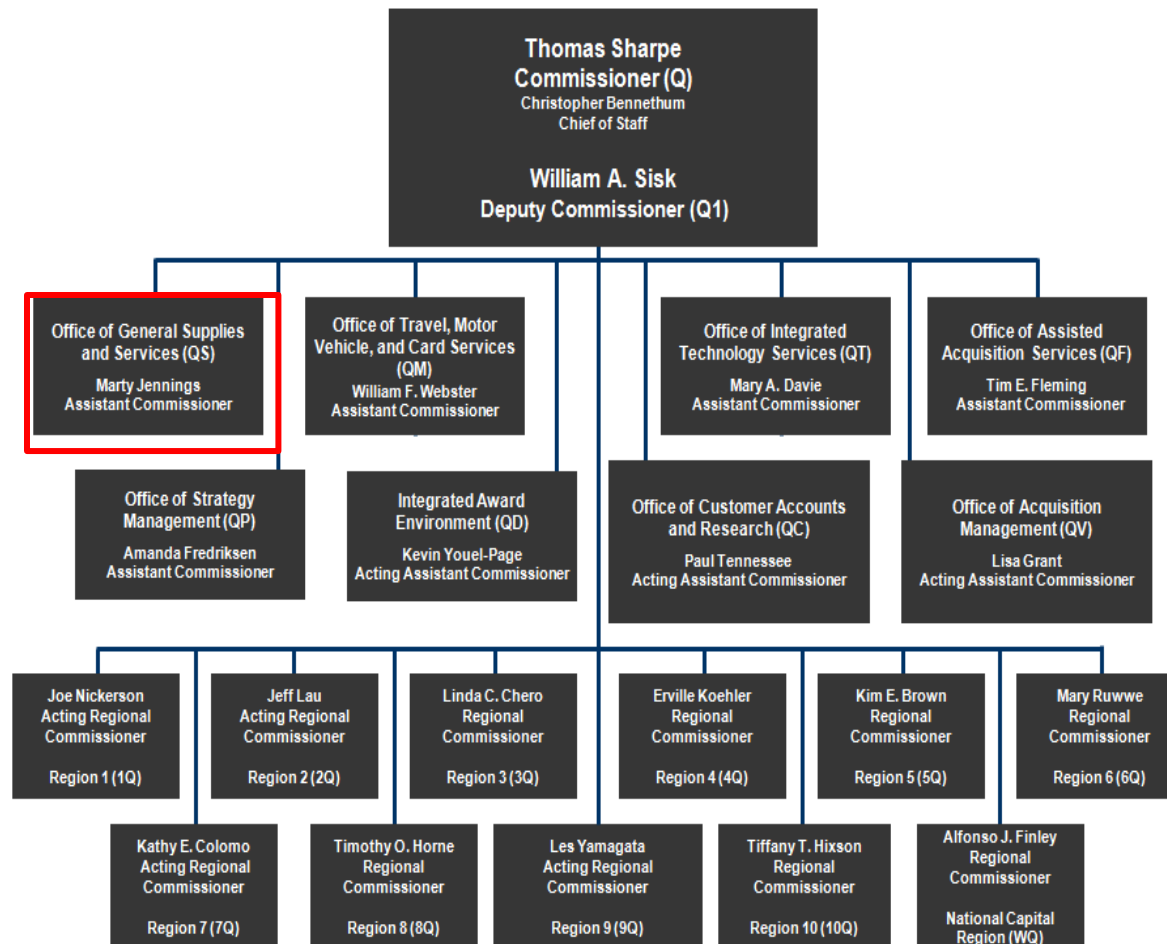


# Multiple Award Schedule (MAS) Program

- Long-term, government-wide contracts with commercial firms
  - Access to millions of commercial products/services at volume discount pricing
- 31 GSA Schedules with a variety of offerings
- Over 17,000 contractors
  - Approximately 80% are small businesses
- MAS Desk Reference



# FAS Office of General Supplies and Services



# General Supplies and Services

- Responsible for acquisition services and comprehensive supply chain management
- Acquisition Operations
  - Manages large part of Schedules program (non-IT)
  - Acquisition Centers
    - National Administrative Services and Office Supplies Acq. Ctr.
    - Facilities Maintenance and Hardware Acq. Ctr.
    - Greater Southwest Acq. Ctr.
    - Integrated Workplace Acq. Ctr.
    - Center for Innovative Acq. Development
    - Management Services Center
    - OASIS Program Management Office

# General Supplies and Services

- Supply Operations
  - Global Supply
  - Enterprise Supply Chain Solutions
- Personal Property Management
  - Disposal

# General Supplies and Services

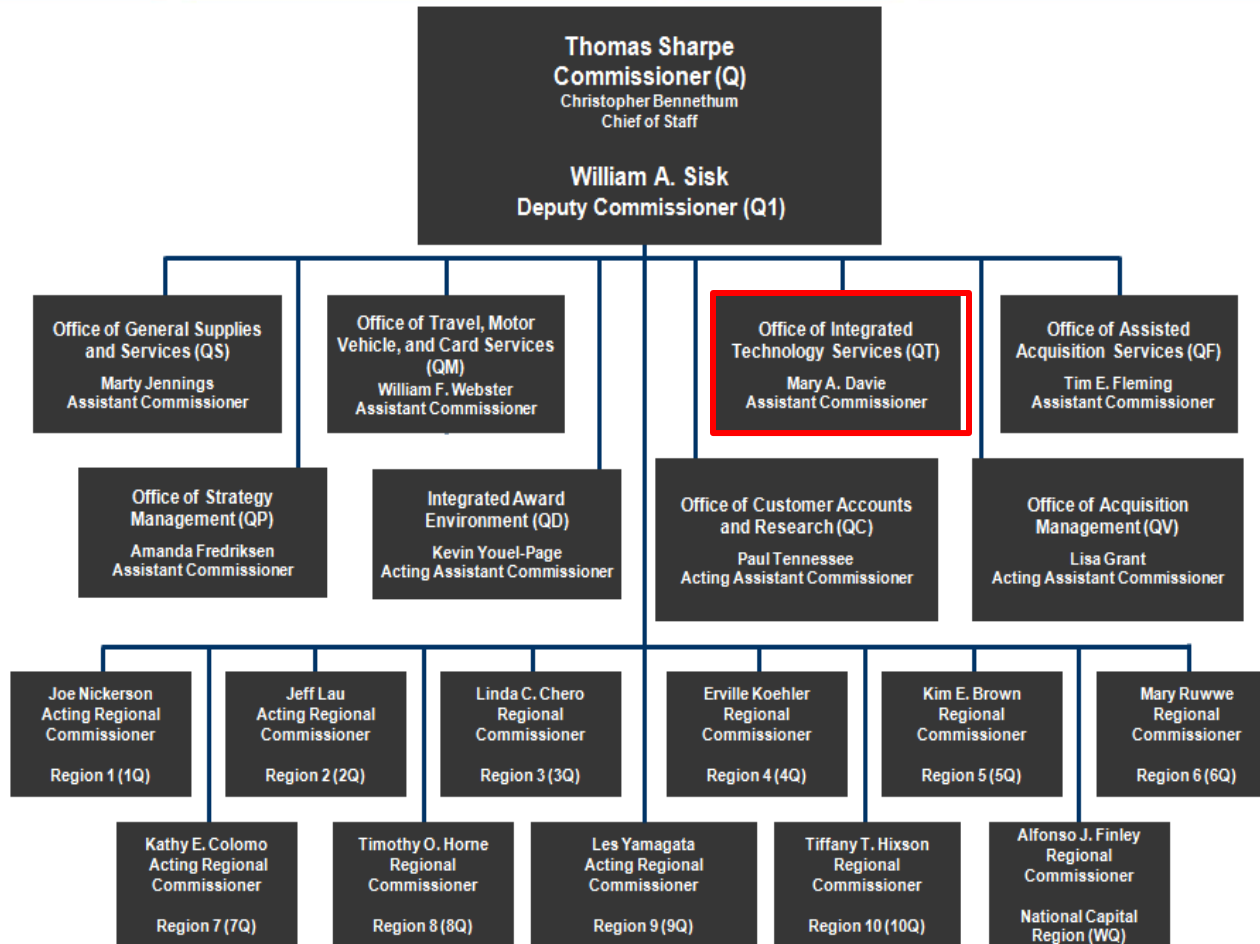
- Areas of Interest
  - Facilities Maintenance and Hardware Acq. Ctr.
    - 03FAC - Facilities Maintenance and Management Schedule
    - 51 V - Hardware Superstore
  - Greater Southwest Acq. Ctr.
    - 56 - Buildings and Building Materials/Industrial Supplies and Services
    - 73 Food Service, Hospitality, Cleaning Equipment and Supplies, Chemicals, and Services



# General Supplies and Services

- Areas of Interest
  - Integrated Workplace Acq. Ctr.
    - 36 - Office, Imaging, and Document Solutions
    - 58 I - Professional Audio/Visual, Telecommunications, and Security Solutions
    - 71 - Furniture
    - 71 II K - Comprehensive Furniture Management Solutions
    - 78 - Sports, Promotional, Outdoor, Recreation, Trophies, and Signs (SPORTS)
  - Management Services Center
    - 899 - Environmental Services
    - 874 V - Logistics Worldwide (LOGWORLD)
    - 871 - Professional Engineering services

# FAS Office of Integrated Technology Services



# Integrated Technology Services

- Strategic Programs
- IT Schedule Programs
- Network Services Programs
- Acquisition and Operations
- Planning and Portfolio Management
- Management and Program Support
- Areas of Interest
  - 70 - General Purpose Information Technology Equipment, Software, and Services
  - Networx
- IT Solutions Navigator

# GSA IT Solutions Navigator



## Welcome to the IT Solutions Navigator Tool



The IT Solutions Navigator will help you evaluate GSA's IT and telecommunications solutions. Use it to conduct market research and identify IT solutions that best meet your requirements.

The tool also provides online help so you can select and use GSA's contract vehicles.

Let's walk through a simple contract matching process.

- STEP 1** Select whether you are a federal or tribal, state or local government organization.
- STEP 2** Select your Information Technology and Telecommunications needs.
- STEP 3** Select your acquisition requirements.

The IT Solutions Navigator displays the most suitable contract vehicle(s) matching your selections and responses.

IT Solutions  
Navigator

**Get Started!**

### Register/Login (Optional)

Current user? Please login.

User Name

Password

Login

[Forgot Password](#) | [New User?](#)

### Need Help?

Is the Live Chat button missing? All our representatives are busy, but feel free to reach out to us by phone or e-mail

For further assistance, please contact:

**GSA Technology Solutions**  
24 hours a day, Mon - Fri  
[Need Help with Your IT Acquisition?](#)

**National Customer Service Center (NCSC)**  
Phone: (855)Taid4U (482-4348)  
Email: [NCSC@gsa.gov](mailto:NCSC@gsa.gov)

### Other Useful Options:

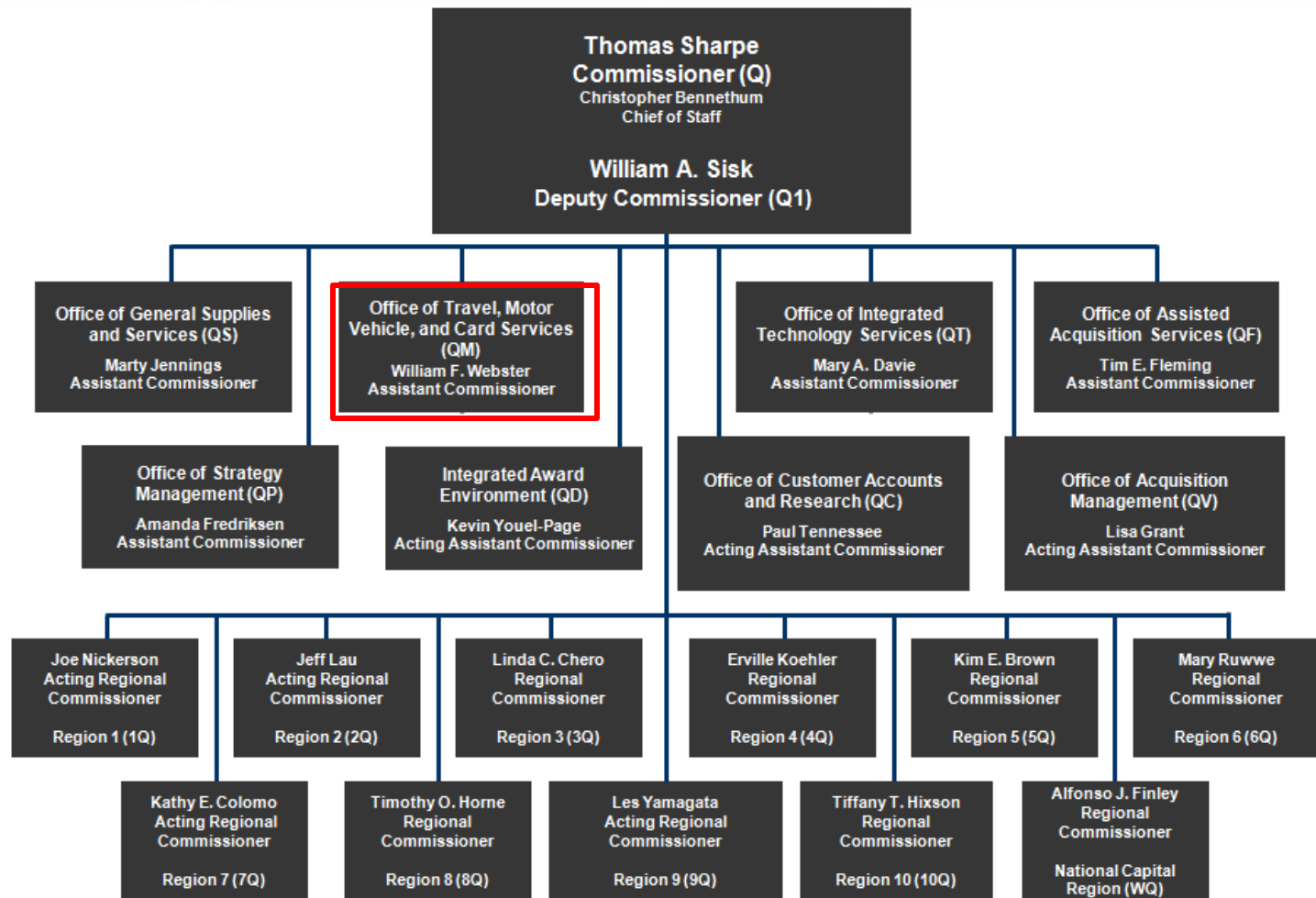
[Look up a Customer Service Representative](#)

Go directly to GSA e-tools: [GSA Advantage](#), [E-Buy](#), [E-Library](#)

[Learn More About GSA](#)

**Your Opinion Matters!**  
Tell us what you think by


# FAS Office of Travel, Motor Vehicle and Card Services



# Travel, Motor Vehicle, and Card Services

- Office of Charge Card Management
  - SmartPay (fleet, travel, and purchase cards)
- Office of Motor Vehicle Management
  - Fleet (leasing)
    - Fleet Management Centers
  - Automotive (purchase)
- Office of Travel and Transportation
  - FedRooms, fedrooms.com
- Acquisition Operations
- Areas of Interest
  - 23 V - Automotive Superstore

# FedRooms.com



External Links | Press Room | Contact | Find & Book Hotel 

TRAVELER | GROUPS & MEETINGS | AGENT | HOTELIER | REPORT & REMIT





© 2009-2010 GSA/Traveler LLC. All rights reserved. 

## All New Booking Tool

It's here! FedRooms® new booking tool features a variety of enhancements to help save time, money and follow travel policy.

[Find & Book Hotel](#)



### Find the gold-star service you have been waiting for.

FedRooms® is the only government-wide, government sponsored lodging program designed to give travelers more convenience and freedom. You can save time, money and follow government travel policy in one easy step.

#### NEW! Find & Book Hotel

- ★ Store profile information
- ★ Modify and cancel reservations
- ★ Book multiple rooms in one booking
- ★ Search by reference points
- ★ Receive real-time news

[Find & Book Hotel](#)

#### Groups & Meetings

Access hotel market research and sourcing for government meeting professionals. It is free and easy to use! [Learn More](#)

#### Traveler Resources

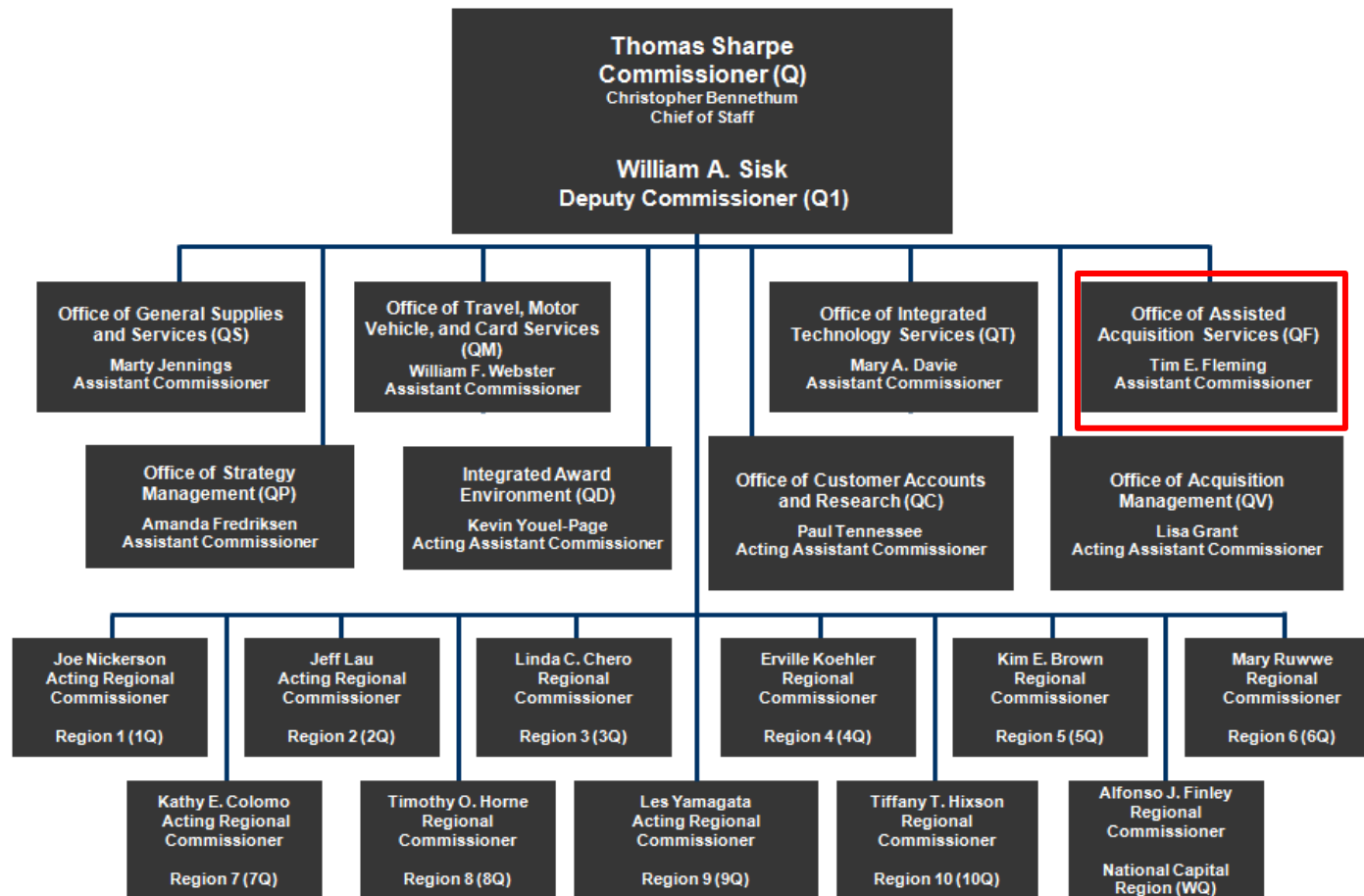
Find information on brand loyalty programs, long-term lodging providers, FedRooms webinars and more! [Learn More](#)

Can't find a specific hotel or metro area in our program?  
Email us your nomination for: [A Specific City](#) | [A Specific Hotel](#)

[Warning](#)

FedRooms,  
fedrooms.com

# FAS Office of Assisted Acquisition Services





# Assisted Acquisition Services

- Client Support Centers
  - Nine Regional Offices
  - FEDSIM
- Performance-based contracting solutions
- Expertise
  - Integrated IT Projects
  - Software Development
  - Professional Services
- Fee-for-service
- Augment existing procurement resources

# Federal Strategic Sourcing Initiative (FSSI)

- Solutions developed collaboratively across government agencies and to help customers:
  - Realize significant savings with competitive pricing
  - Reduce contracting/program management requirements through consolidated efforts
  - Improve understanding and management of spend with access to detailed spend data
  - Achieve socio-economic goals with direct access to small businesses

# Federal Strategic Sourcing Initiative (FSSI)

- Solutions
  - Domestic Delivery Services 2
  - Wireless
  - Print Management
- In the works
  - Maintenance, Repair, and Alterations
  - Janitorial and Sanitation
  - Furniture
  - Third generation of Office Supplies
  - Third generation of Domestic Delivery Services

# Integrated Workplace Acquisition Center

- Furniture Assisted Acquisitions
  - [Menu of Services](#)
  - [Project Intake Form](#)
- Total Workplace FIT
  - Allows agencies to finance furniture over a five-year period and IT over a three-year period

# Personal Property Management

- Internal Screening
- Direct Transfer
  - <\$10,000 per line item
  - >\$10,000 per line item, with GSA-approved prearranged transfer
- Screening by other federal agencies
- Screening by State and Local agencies/organizations
- Exchange/Sales
  - [GSA Auctions, gsaauctions.gov](https://www.gsaauctions.gov)
- Abandonment/Destruction
- [Area Property Officers](#) (GSA) and [National Utilization Officers](#) (within client agencies)


# FAS Sustainability Tools

- Carbon Footprint Tool
- Travel MIS
- SF Tool
- Comprehensive Professional Energy Services BPA
- GSA AutoChoice

# eTools


- eLibrary, [www.gsa.elibrary.gsa.gov](http://www.gsa.elibrary.gsa.gov)
- eBuy, [www.ebuy.gsa.gov](http://www.ebuy.gsa.gov)
- GSA Advantage!, [www.gsaadvantage.gov](http://www.gsaadvantage.gov)
- Reverse Auctions, [reverseauctions.gsa.gov](http://reverseauctions.gsa.gov)
- Interact, [interact.gsa.gov](http://interact.gsa.gov)

# GSA eLibrary

**GSA eLibrary**


GSA Federal Acquisition Service

[Home](#) [eBuy - quotes](#) [GSA Advantage - online shopping](#) [Help](#)



Welcome! GSA eLibrary is your one source for the latest GSA contract award information. GSA offers unparalleled acquisition solutions to meet today's acquisition challenges. GSA's key goal is to deliver excellent acquisition services that provide best value, in terms of cost, quality and service, for federal agencies and taxpayers.

GSA offers a wide range of acquisition services and solutions utilizing a variety of tools, contract vehicles, and services to meet the customer's specific needs including Multiple Award Schedules, Governmentwide Acquisition Contracts, Technology Contracts, and Assisted Acquisition Services. For more information on what GSA has to offer, visit [GSA.gov](#).

**Search**  
in **all the words** **Search**  
enter **Keywords, Contract Number, Contractor/Mfr Name, Schedule/STW, GAC Number, NAICS**  
[Contractor Directory \(a-z\)](#) [Cross-Schedule Search](#)

**Category Guide**


- ▶ **Spring/Summer Supplies & Services**
- ▶ Disaster Relief
- ▶ Hospitality, Cleaning, & Chemicals
- ▶ Laboratory, Scientific, & Medical
- ▶ Office Solutions
- ▶ Security Solutions
- ▶ Tools, Hardware, & Machinery
- ▶ Vehicles & Watercraft
- ▶ Building & Industrial
- ▶ Furniture & Furnishings
- ▶ IT Solutions & Electronics
- ▶ Law Enforcement, Fire, & Security
- ▶ Recreation & Apparel
- ▶ Services
- ▶ Travel & Transportation Solutions
- ▶ Wildland Fire & Equipment

**News...**

**GSA Strategic Sourcing BPAs.** GSA eLibrary now includes the latest contract award information on GSA Strategic Sourcing BPAs. GSA Strategic Sourced BPAs are established against Federal Supply Schedules and offer greater discounts, business intelligence and best practice solutions. To find out more, click on the 'GSA Strategic Sourcing BPAs' link under 'Additional Information / Customers'.

**Get Quotes**

GSA eBuy is an easy-to-use electronic Request for Quotation (RFQ) system designed to facilitate the request for submission of quotations.



With eBuy, getting quotes is just a click away!

[go to eBuy >>](#)

**Additional Information**

<b>Customers</b> <ul style="list-style-type: none"><li>• Training Opportunities</li><li>• FPDS-NG</li><li>• EPLS</li><li>• GSA Strategic Sourcing BPAs</li></ul>	<b>Contractors</b> <ul style="list-style-type: none"><li>• FedBizOps</li><li>• Schedules Sales Query</li><li>• Vendor Support (VSC)</li></ul>
------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------

**Quick Search**

Go to **schedule** **Go**

**Schedule Contracts**

GSA schedule contracts offer direct delivery of millions of state-of-the-art, high-quality commercial supplies and services at volume discount pricing!


[View schedule contracts](#)  
[GSA schedules info](#) [VA schedules info](#)

**Technology Contracts**


GSA technology contracts cover the whole spectrum of IT solutions, from network services and information assurance to telecommunications and purchase of hardware and software.

[View technology contracts](#)  
[GSA technology contracts info](#)

**State and Local Governments**

**Cooperative Purchasing**   
Purchase IT products, services, and support equipment from Federal Supply Schedules.

[View participating vendors](#)  
[Cooperative Purchase FAQ](#)

**Disaster Recovery Purchasing**   
Purchase products and services to facilitate recovery from a major disaster.

[View participating vendors](#)  
[Disaster Recovery Purchasing FAQ](#)

\*\*\* WARNING \*\*\* This is a U.S. General Services Administration computer system that is "FOR OFFICIAL USE ONLY." This system is subject to monitoring. Therefore, no expectation of privacy is to be assumed. Individuals found performing unauthorized activities are subject to disciplinary action including criminal prosecution. [Privacy and Security](#)



# GSA Advantage! Online

The screenshot shows the GSA Advantage! Online Shopping website. At the top, the GSA Advantage! logo is on the left, and navigation links (My Account, NSN Ordering, Get Quotes, Help, Register, Login) are on the right. Below the logo is the text "Online Shopping" and "A service of the U.S. General Services Administration". A search bar with a "Search" button and a "Go" button is present. A sidebar on the left lists "Products" and "Services". The main content area features a "GSA News" banner for "GSA Transfers Wildland Fire & FSG 80 Products to DLA" with a "Learn More" button. Below the banner is a "Special Programs" section with icons for Environmental Products, Disaster Relief Products, Ability One Program, Wildland Fire Products, Security Related Products, and GSA eBuy. To the right of this is a "Strategic Sourcing" section with a dropdown menu for "Products" and "Services", and a link to "View All Strategic Sourcing Offerings". At the bottom, there are three icons: "State & Local", "Contractors", and "Help".

**GSA Advantage!®**  
Online Shopping

My Account | NSN Ordering | Get Quotes | Help | Register | Login  
A service of the U.S. General Services Administration

Shop by Category | **Search** | Products | **Go** | Advanced

**Products**

- Building & Industrial
- Electronics & Technology
- Facilities & Supplies
- Furniture & Furnishings
- Law Enforcement, Fire & Security
- Office Equipment
- Office Supplies
- Office Supplies & Equipment FSSI
- Scientific & Medical
- Tools, Paint & Recreational
- Vehicles & Equipment

**Services**

- About Buying Services
- Energy Services
- Environmental Services
- Facility Management Services
- Furniture Services
- Human Capital Services
- Office Services
- Professional Services
- Security & Law Enforcement
- Technology Services
- Training Services
- Transportation Services
- Travel Services
- Vehicle Buy/Lease Services

**GSA News**

## GSA Transfers Wildland Fire & FSG 80 Products to DLA

[Learn More »](#)

**Special Programs**

- Environmental Products
- Disaster Relief Products
- Ability One Program
- Wildland Fire Products
- Security Related Products
- GSA eBuy

**Strategic Sourcing**

Leveraging Government buying power to get you the best value and price.

Products  
Services

[View All Strategic Sourcing Offerings »](#)

**State & Local**  
Learn more about purchasing from GSA contracts

**Contractors**  
Information for current and prospective contractors

**Help**  
Useful information and help desk assistance

# GSA Interact



Welcome! [LOGIN](#) ▶

[HOME](#) [COMMUNITY](#) [EDUCATION](#) [MY INTERACT](#)

search 🔍



## Featured Content

[Questions and Answers from Furniture Industry Meeting are now available](#)  
[Seeking Industry Feedback: GSA's Forecast of Contracting Opportunities](#)

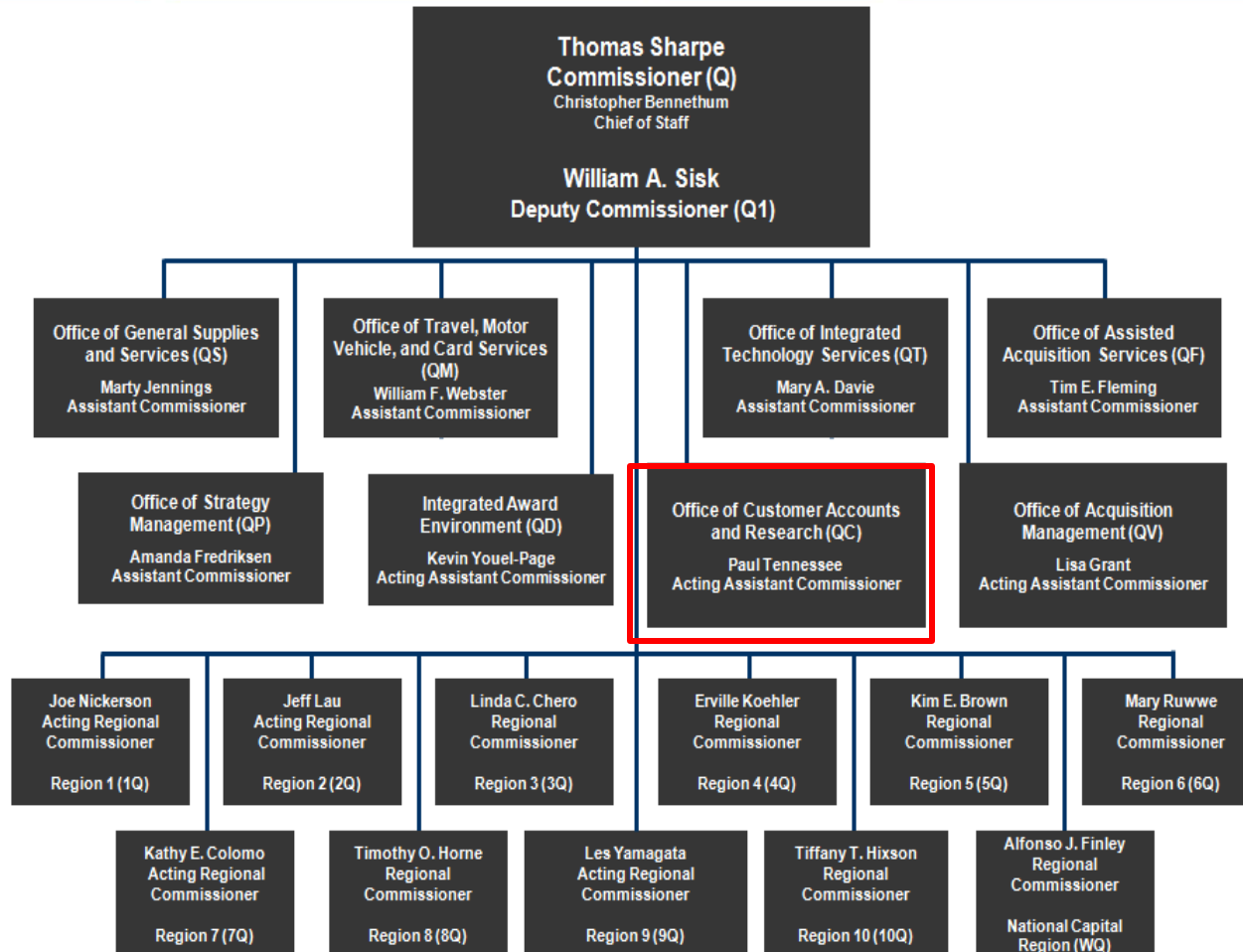
## Get Started

Welcome to GSA Interact, an open, collaborative community for connecting, communicating, learning and engaging across GSA topics. Our

## Featured Groups

[Services Ordering Solutions: Avoiding...](#)  
The purpose of this group is to help Federal Government Agencies order professional services using...

# FAS Office of Customer Accounts and Research



# Customer Accounts and Research

- Central Office
  - Customer Outreach and Events
  - Research and Analysis
  - Customer Relationship Management
    - National Account Managers (NAMs)
    - Work with PBS Regional Account Managers (RAMs)/ PBS NAMs/FAS Customer Service Directors (CSDs)
    - Assigned by agency
    - [gsa.gov/fasnams](https://gsa.gov/fasnams)
- Regions
  - Customer Service Directors
    - Work with RAMs/NAMs
    - Assigned primarily by geographical territory
    - [gsa.gov/csds](https://gsa.gov/csds)

Andrea Azarcon Heller  
National Account Manager  
703-605-9169

[andrea.azarcon@gsa.gov](mailto:andrea.azarcon@gsa.gov)

Check GSA FAS out on Twitter at [@FAS Outreach](https://twitter.com/FAS_Outreach) or  
[twitter.com/FAS Outreach](https://twitter.com/FAS_Outreach)

# Questions?



- Thank you for joining us today for a discussion on  
Introduction to the Federal Acquisition Service
- **Future sessions**
  - July – GSA PBS Pricing Policy
  - August – GSA PBS Occupancy Agreements

[www.gsa.gov/ces](http://www.gsa.gov/ces)

[ClientEnrichmentSeries@gsa.gov](mailto:ClientEnrichmentSeries@gsa.gov)

If you are interested in attending future PBS Client Enrichment Series webinars, but are not on our CES mailing list, please send a request to our [clientenrichmentseries@gsa.gov](mailto:clientenrichmentseries@gsa.gov) inbox and we'll add you to our CES mailing list. As a member of our CES mailing list you will directly receive CES presentation slides, Q&As for each session, and notifications for future scheduled CES sessions.

Thank you!